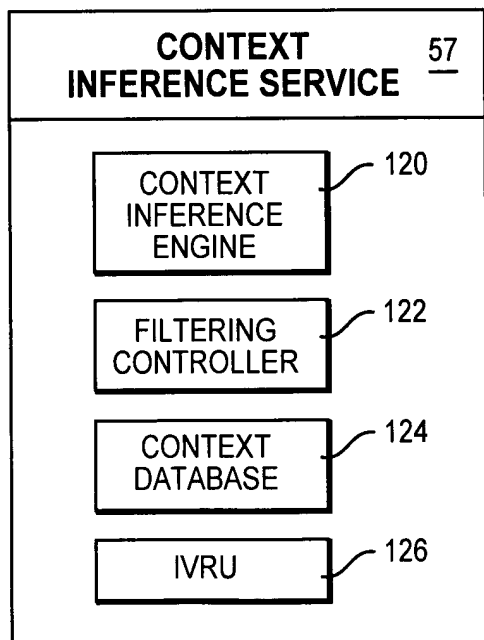
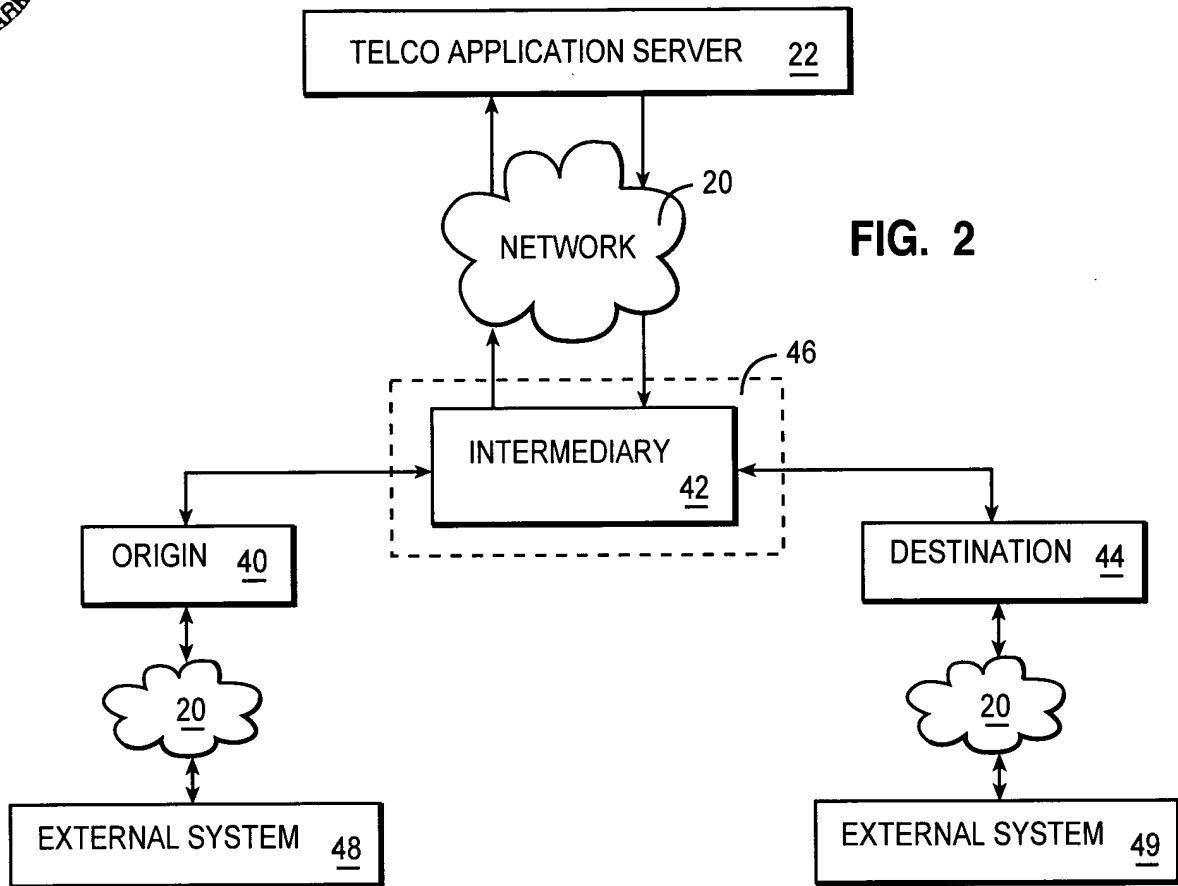
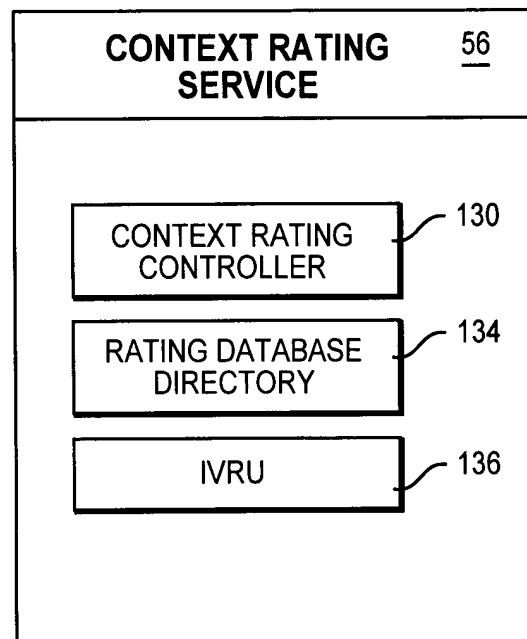


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**FIG. 7****FIG. 8**

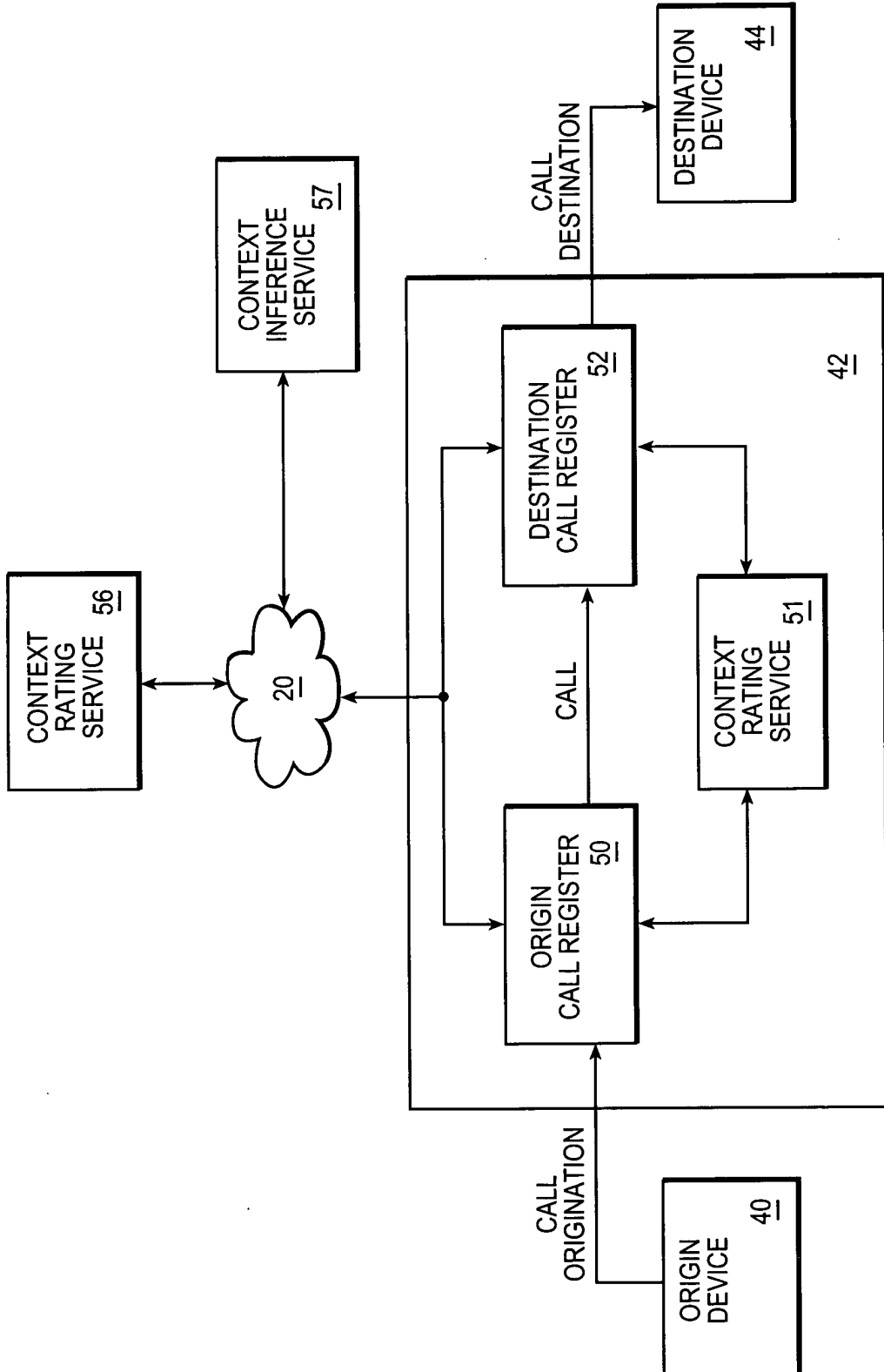


FIG. 3



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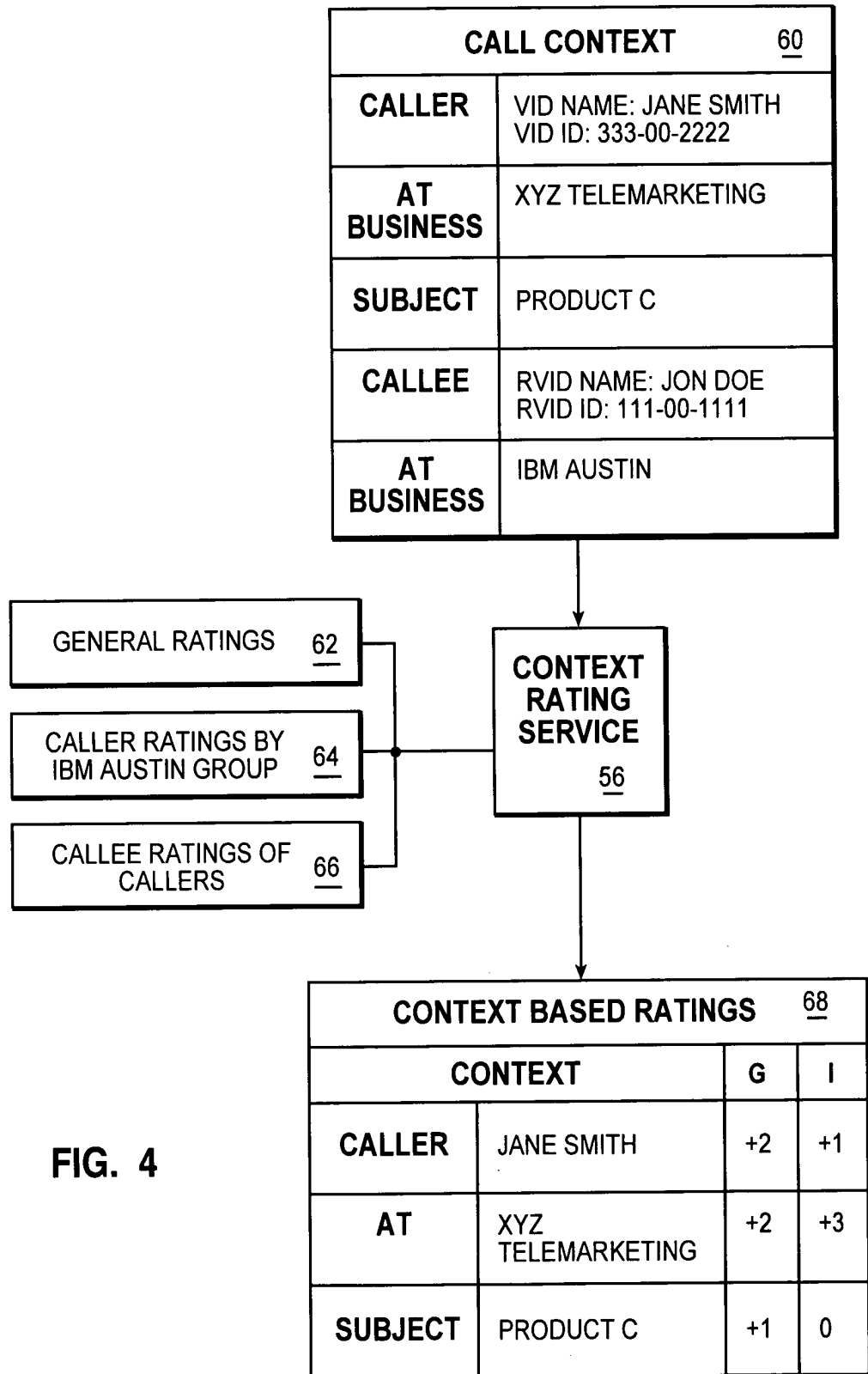


FIG. 4



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CALL CONTEXT <u>70</u>	
<b>CALLER</b>	VID NAME: A. JONES VID ID: 200-00-1111
<b>AT</b>	HOME
<b>SUBJECT</b>	QUESTION ABOUT COMPUTER A
<b>PATH</b>	IBM TECHNICAL SUPPORT LINE TO REPRESENTATIVE LINE #345
<b>CALLEE</b>	RVID NAME: J. SMART RVID ID: 101-11-2222
<b>AT</b>	IBM TECHNICAL SUPPORT
<b>EXPERTISE</b>	SOFTWARE ISSUES

CALLEE GENERAL RATINGS <u>72</u>	+
CALLEE RATINGS AT IBM TECHNICAL SUPPORT <u>74</u>	
CALLER RATING OF CALLEE <u>76</u>	

**CONTEXT  
RATING  
SERVICE**  
56

CONTEXT BASED RATINGS <u>78</u>			
CONTEXT		G	I
<b>CALLEE</b>	J. SMART	+5	-
<b>AT</b>	IBM TECHNICAL SUPPORT	+6	+2
<b>SUBJECT</b>	QUESTION ABOUT COMPUTER A	+3	-
<b>OVERALL</b>	SOFTWARE ISSUES + SUBJECT	+4	-

FIG. 5

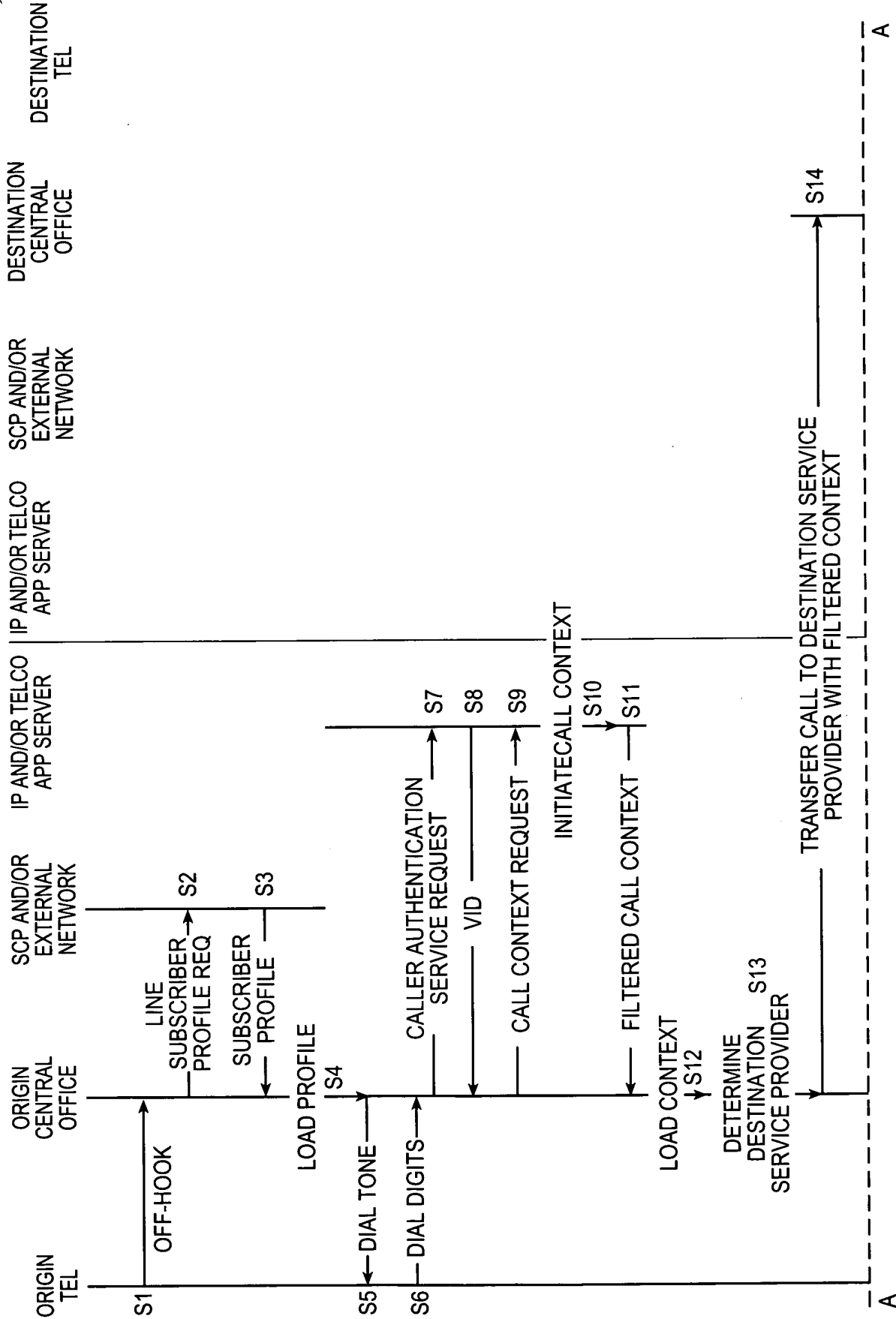


FIG. 6A

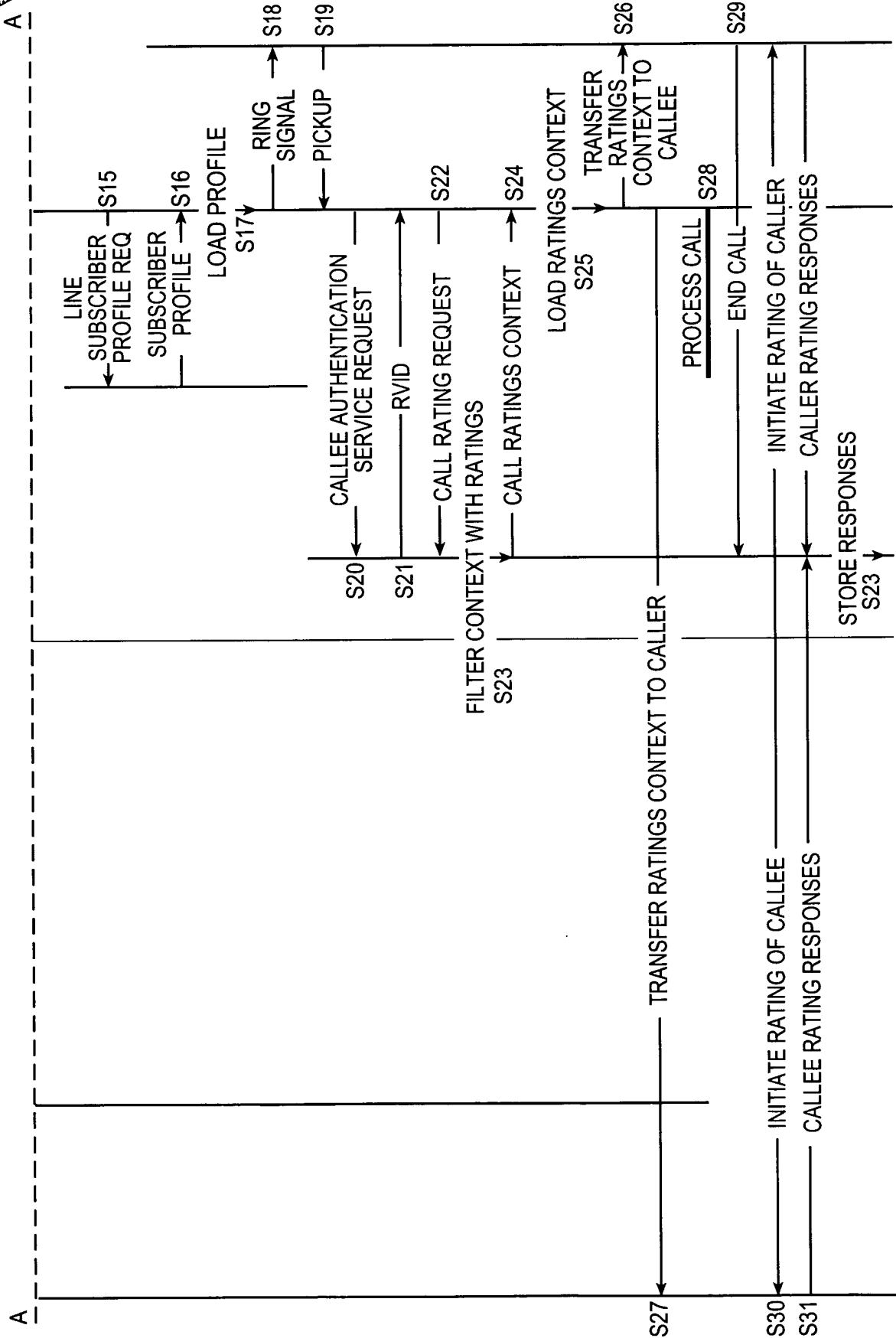
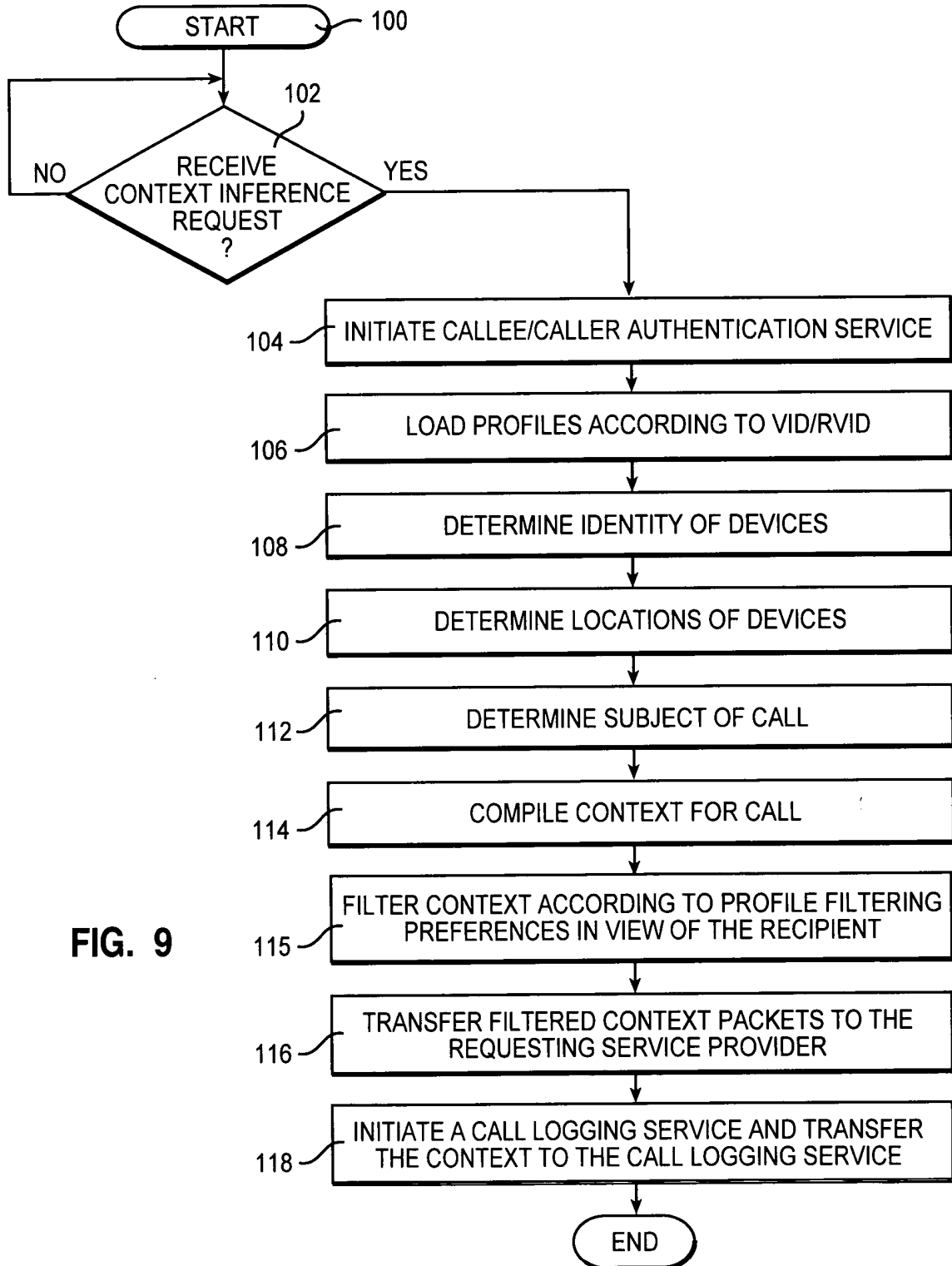


FIG. 6B



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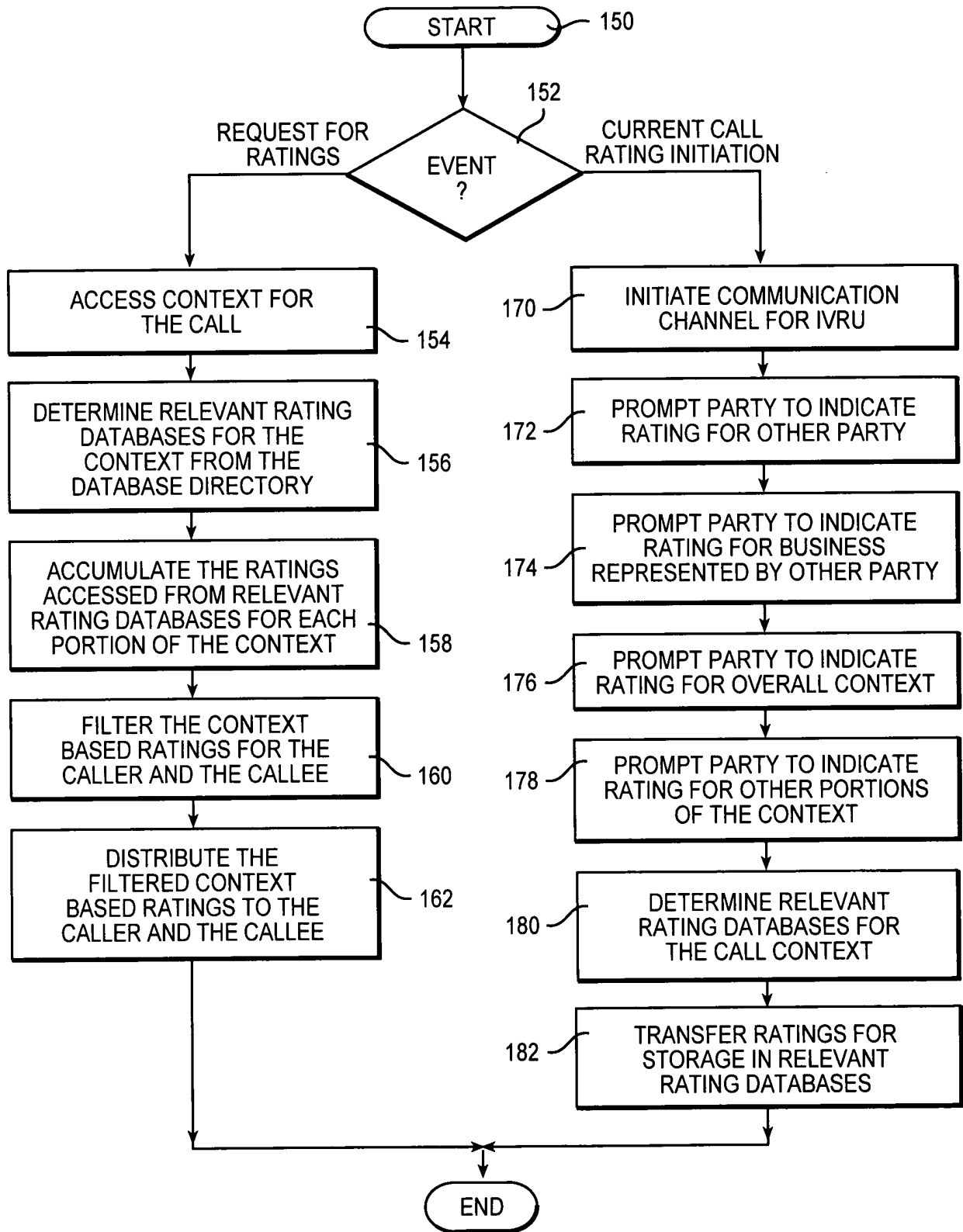


FIG. 10